

003
PTI
10/1/02
M.M.

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Edward P. Bagdonas, et al.
Serial No: 09/784,520
Filing Date: February 15, 2001
Title: METHOD AND APPARATUS CREATION
AND PERFORMANCE OF SERVICE
ENGAGEMENT MODELING
Docket No: 64953-010 (APTO)

Assistant Commissioner For Patents
Washington, D.C. 20231

RECEIVED
OCT - 1 2002
TECHNOLOGY CENTER 2800

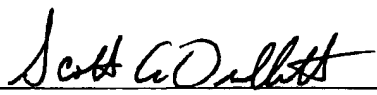
Sir:

POWER TO INSPECT

Please permit Sokban Chau or Virginia Click from the firm of McDermott, Will & Emery, or their representative, to inspect the above-entitled application, and to make copies of any of the papers that they may desire, and to obtain a certified copy of the application.

Respectfully submitted,

Date: 9/26/02


Scott A. Ouellette, Reg. No. 38,573
McDermott, Will & Emery
28 State Street
Boston, MA 02109-1775
Telephone: (617) 535-4422
Facsimile: (617) 535-3800